TILAN UPACHITH *BEng (Hons) SLIIT*

Cluster IT Specialist

I am an outgoing individual who is eager to explore and learn new things. As a fast learner, I bring energy and enthusiasm to the team, with great interpersonal and leadership skills. I value work ethic and have experience in working in a multi-cultural environment.

RELATED SYSTEMS | APPLICATIONS

PMS, POS, and Material control
Opera PMS Version 5 and 5.5 | Symphony |Infrasys POS |Infrasys Gourmate Mobile Handheld POS |
SUN System | FMC, MC Oracle material control systems | CheckSCM | Vision |
Cloud base document management system (Specially customised for the requirements)

HR and Operational related Applications
PayTrax attendance and employer management system | HR Information Systems (HRIS) |
MessageBOX back-office ticket management system | FCS | Spicyworks ticketing system |Spabooker
Book4Time | FCS Unicorn | Eat2eat Restaurant reservation system | Exchange Office 365

Key card, Access management and passport scanning systems
Saflok Key systems | Salto | Ving card Key system and Lift access manager | Domina |
Honeywell access controls | Hikvision access control system | Samsotech PP scanning |AdriaScan

IP TV and PABX
Palvision IPTV | Televes IPTV | FusionCMS IPTV | Alcatel PABX | Ericson PABX | Mitel PABX

Backup Applications
Veam Backups | Veritas Backup | Arcserve backup

Infrastructure, firewall and Wi-Fi
HP | Aruba | Cisco | Alcatel | Fortinet Firewall | Ruckus Wi-Fi controller | Alcatel Wi-Fi controller |
AirAngle Wireless network management systems

EXPERIENCE

Minor Hotels
Doha, Qatar
September 2021-Pres

Cluster IT Specialist

Al Najada Hotel by Tivoli | Al Najada Hotel Apartments by Oaks |Souq Waqif Boutique Hotels by Tivoli

In charge of the above 3 properties.
Maintaining Multi property Opera PMS, Symphony and FMC/MC purchasing material control system.
Managing and make sure all the hotel applications and infrastructure is up and running

New Projects supervised
- Managing the new optical fiber uplink project in Souq Wakif boutique hotels (Interconnecting 9 boutique hotels located in different locations)
- New Passport scanner installation and link with Opera and Qatar MOI as per the government
- MessageBox Backoffice ticketing Application implementation

CONTACT INFORMATION

Email
tupachith@gmail.com

Address
Currently Residing in Doha, Qatar

Permanent Address
367/4, Pallegattuwana,
Dambulla Road,
Kurunegala,
Si Lanka
60000

Phone
+974 55 751 088
+974 50 532 622
+94 768 241 884
+94 372 231 028

PERSONAL INFORMATION

Date of Birth
29-05-1993

Nationality
Sri Lankan

Marital statues
Single

IT Documentation and Auditing in above 3 Hotels
Updating and maintain IT assets related documents| User Access and related documents| Server and network related detail documents| Check lists (Server backup, server room, IDF, Server status, etc) | AMC documents| CAPEX documents| IT audit documents | Opera auditing reports | Annual IT department budgeting

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Colombo, Sri Lanka
March 2020 – Sep 2021

IT Executive
Shangri-La Hotel Colombo

- Make sure that hotel PMS (Opera) is running smooth and functioning well.
- Ensure the hotel applications and infrastructure is up and running without issues (MessageBox| FCS| FCS Unicorn| FINAC| Vingcard| CheckSCM| Eat2Eat| Book4Time| Spa booker| HRIS etc.)
- Troubleshoot and maintain Infrasys POS system.
- Symantec Virus guard installation and server management.
- Make sure the hotel data backup system and servers up and running continually (Veam Backup | Arcserve backup)
- Active Directory | VMware operations | VMware Horizon.
- Windows server maintenance | Physical Server maintenance and installation.
- Infrastructure management (Fortinet Firewall | Understanding of Switching | Cisco network switch operations | Ruckus Wi-Fi System and Aps | HSIA)
- Troubleshoot resolve and identify the IT related issues (Hardware | Software |Network)
- Conduct IT related application trainings to the staff
- IT related purchasing
- Dealing with Vendors, suppliers, and support staff
- Maintaining IT documents and reports daily, weekly, monthly, and annually basis
- Reports making and submitting as per the head office.
- Reporting to the IT Manager, DOF and GM

Projects
- Implemented new document management system to the Shangri-la Hotel Colombo
- Infrasys Gourmate Mobile Handheld POS system and F&B staff training
- Redundancy Fiber line project to the main banquet with Dialog

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Kalutara, Sri Lanka
Apr 2018 – Mar 2020

IT Assistant
ANANTARA Kalutara Five Star Luxury Resort and Spa

- Worked with Opera PMS | Symphony POS | CheckSCM | Sun System | Vision | SAP
- Infrastructure related troubleshooting (HP Manageable switches | Ruckus Wi-Fi Solutions | HSIA | AirAngle Wifi Manage system
- PABX maintenance.
- Troubleshooting of PC | Laptops | printers.
- IT department related document handling (Capex| Purchasing| Check lists| IT Audit reports.)
- IT support to the guests and staff

Projects Involved in ANANTARA Kalutara Resort

- MessageBox Application implementation
- Eat2Eat Application Implementation
- ReviewPro Application Implementation
- AppleTV implementation in Villas and Suits
- AVANI Kalutara Resort new IPTV project

Colombo, Sri Lanka
Sept2016 - April 2016

Trainee Telecommunications Engineer
Metropolitan Communications

- Performed day today tasks, maintained the service reports and related documents.
- Introduction to I&M of AAstra IP PABX (MXOne server),
- MD110| TSW PABX and BP250| A470 PABX systems.
- Basic Hardware Structure of PABXs and telecommunication cabling.
- Introduction to PABX related applications. (Solidus e-care call Centre application| Call Accounting Management Systems)
- Handling customers over the telephone and sort out their system errors via remote sessions.
- Software installation and maintenance related to the Network systems.
- Working background with Microsoft office tools.
- Basic knowledge of Network and related systems troubleshooting.

EDUCATION QUALIFICATIONS

Malabe, Sri Lanka
January 2014 - January 2018

Bachelor of Engineering (Hons) Electronics Engineering
Sri Lanka Institute of Information Technology (*SLIIT*)

Colombo, Sri Lanka
2014 - 2015

Certificate in Computer Applications in Business
University of Colombo

PROJECTS

GPS Based Train Tracking System for Sri Lanka
A Train Tracking System to locate trains and transmit signals to the rail gates. The other end of the system upload's locations to a server to access a mobile application.

CERTIFICATIONS & COURSES

Network Security Essentials 1, 2 and 3
FORTINET Training Institute

| **Cisco Certified Network Associate (CCNA)**
Reading

Windows Server Administration 2019
NextGen Campus

| **Certified Information System Auditor**
Reading (ISACA)

HONORS & AWARDS

- President's Scout award
- Senior/Junior Prefect of Maliyadeva Adarsha Vidyalaya

- Employee of the month award at ANANTARA Kalutara resort
- Employee of the month award at Shangri-La Colombo

REFERENCES

Mr. Niranjan C. Heendeniya
Director | Hospitality Technology (Pvt) Ltd
Opera Support Sri Lanka
238/5, Havelock Road, Colombo 05
M: +94 77 382 3969
T: +94 112 596 089
E: niranjan@htpl.lk

Mr. Miron Cassim
Director of Information Technology
CINNAMON LIFE INTEGRATED RESORT
Sri Lanka.
M: + 94(0) 742 541 542
E: miron@cinnamonhotels.com